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DDA 87-0273
17 February 1987

MEMORANDUM FOR: Director of Communications
Director of Finance
Director of Information Services
Director of Information Technology
Director of Logistics
Director of Medical Services
Director of Personnel
Director of Security
Director of Training and Education

25X1 FROM:


Executive Assistant to the DDA

SUBJECT: New Procedures for Managing Telephone Service

1. As you are aware, during 1986 the Office of Information Technology (OIT) established a moratorium on the installation and relocation of telephones. During this period, telephone requests have been accepted, but only those deemed essential by Director, OIT were serviced. To provide better telephone service, OIT has established a new set of procedures. I believe that the result of this action will be a more manageable and equitable process.

2. The following items summarize the new procedures:

a. Each Directorate has identified a focal point for reviewing and prioritizing its telephone requests. Within the Directorate of Administration (DA), I will serve in that role.

b. Each Directorate has been given specific allocations of OIT telephone actions per month and a limited number of new Headquarters telephone installations. The first allocation is driven by the number of telephone workers available; the second allocation comes from the total number of Headquarters telephone lines which are available. These allocations will change over time as resources change.

25X1 ADMINISTRATIVE - INTERNAL USE ONLY
25X1 WHEN ATTACHMENT A HAS BEEN REMOVED



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c. The routing of telephone requests has been simplified. Each Office in the DA will be asked to identify a focal point for its telephone requests. This individual will coordinate and prioritize the Office's requests and forward them to me for approval. I will consolidate the Directorate's requests within available resources and forward them directly to the branch in OIT which performs the telephone work. This should cut out many unnecessary reviews. OIT will work on DA requests in our priority order.

d. The OIT telephone request form has been changed (see Attachment B). Much of the time spent initially in servicing a request comes from an on-site inspection/interview in which the telephone worker determines information which is required but is not available on the old form. The new form will also enable OIT to better review its performance against Directorate allocations.

These new procedures will undoubtedly be modified over time to improve service. Your comments and feedback are appreciated and should be addressed to me.

3. As we begin this new telephone procedure, we need to do three things:

a. Each DA Office should identify its telephone focal point. Please send me a note, or call, as soon as possible with the name, telephone numbers, and mailing address of that individual.

b. Your focal point should be given the current, outstanding set of telephone requests for your Office (see Attachment A). Some of these are unfortunately quite old. Your focal point should revalidate the requests, prioritize them, and resubmit them through me to OIT for action.

c. Your focal point will monitor the progress and completion of your telephone requests to ensure that priority needs are met.

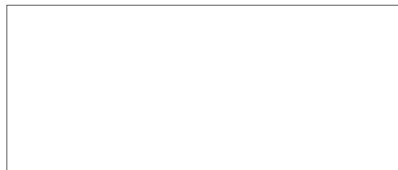
4. I want to stress that until the new OIT secure PBX (private branch exchange) telephone systems are installed on the Headquarters compound, the number of new telephones available at Headquarters will be extremely limited. Thus, Headquarters components will need to meet new requirements primarily by reallocating their existing secure telephones. Components located in most outbuildings do not have these severe limitations.

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5. I apologize in advance for the initial inconvenience which this new procedure may have on your Office. But I believe that this new process will result in better telephone service for all of us. Please call me on secure [redacted] if I can answer any questions.

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Attachment:

- A. Outstanding OIT Telephone Requests for Your Office
- B. New OIT Telephone Request Form to Be Used

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ORIG: EXA/DDA: [redacted]

Distribution:

- Original - D/OC w/atts
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- 1 - D/OS w/atts
- 1 - D/OTE w/atts
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ATTACHMENT A - PREVIOUS REQUESTS

The following requests were pulled from the OIT "pending" queue. Please review each one and revalidate the need:

- a. If the work is already complete, or no longer needed, simply destroy the form.
- b. If the work is still required, attach a copy of the new OIT form (see Attachment B) to the front of the old form and fill out only the requested priority and the "Amount" columns in Section 2.
- c. The Office telephone focal point should sign the new form on the "Requesting Officer" line and forward it as indicated in Attachment B.

ATTACHMENT B - NEW FORM

1. The following interim form should be used instead of the current "REQUEST FOR TELEPHONE SERVICES", Form 3577. This new form will be modified by OIT in response to your feedback.

2. Please fill out Section 1 entirely, except for "Project No.", which should be omitted. The Office designated telephone focal point should sign under "Requesting Officer". The Executive Assistant to the DDA will sign under "Approving Officer".

3. Please fill out Section 2 entirely, noting the number of telephones under the "Amount" columns.

4. To the left of "REQUEST FOR DATA/VOICE SERVICE" please indicate your requested priority number for this telephone action:

- Priority 1 - IMMEDIATE NEED (7-10 days)
- Priority 2 - RENOVATION (work will be scheduled in coordination with OL/FMD or OL/RECD renovation/construction work)
- Priority 3 - ROUTINE (30-45 days)

5. Route the request as follows using Form 610 (pink routing sheet):

- a. Originator of request.
- b. Office telephone focal point.
- c. EXA/DDA, 7D18 Headquarters
- d. , OIT/ESG/ID/ASB, 1B16 Headquarters

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